



HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Ft. Collins, Colorado 80527-2400

PATENT APPLICATION *1FW 2153*

ATTORNEY DOCKET NO. 10007815-1

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Timothy L. Goldstein

Confirmation No.: 9628

Application No.: 09/909,329

Examiner: Edelman, Bradley

Filing Date: July 19, 2001

Group Art Unit: 2153

Title: APPARATUS AND METHOD FOR PROVIDING CUSTOMER SERVICE

Mail Stop Amendment  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment ( ) Petition to extend time to respond  
(X) New fee as calculated below ( ) Supplemental Declaration  
( ) No additional fee  
(X) Other: Response to Notice of Non-Compliant Amendment (fee \$           )

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	27	MINUS	25	= 2	X \$50	\$ 100
INDEP. CLAIMS	4	MINUS	4	= 0	X \$200	\$ 0
[ ] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	1ST MONTH \$120.00	2ND MONTH \$450.00	3RD MONTH \$1020.00	4TH MONTH \$1590.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 100

Charge \$ 100 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Respectfully submitted,

Timothy L. Goldstein

By 

Jon E. Holland

Attorney/Agent for Applicant(s)

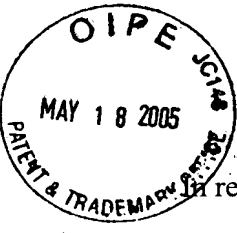
Reg. No. 41,077

Date: 5/16/2005

Date of Deposit: 5/16/2005

Typed Name: Shana L. East

Signature: 



**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Is re the application of:	)	
<b>Timothy L. Goldstein</b>	)	
	)	
Serial No.: 09/909,329	)	Art Unit: 2153
	)	
Filed: July 19, 2001	)	Examiner: Edelman, Bradley E.
	)	
For: APPARATUS AND METHOD FOR PROVIDING CUSTOMER SERVICE	)	Docket No.: 10007815-1
	)	

**Response to Notice of Non-Compliant Amendment**

Commissioner for Patents  
Mail Stop Amendment  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In regard to the outstanding Notice of Non-Compliant Amendment, Applicant submits a revised First Response to replace the First Response filed on December 17, 2004. It is believed that the revised First Response submitted herewith addresses the alleged reasons of non-compliance set forth in the Notice.

It is not believed that extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. §1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to Hewlett-Packard Development Company, L.P. Deposit Account No. 08-2025.

05/19/2005 RMEBRAHT 00000014 082025 09909329  
01 FC:1202 100.00 DA

**Certificate of Mailing**

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope, with sufficient postage, addressed to: Commissioner for Patents, Mail Stop Amendment, P.O. Box 1450, Alexandria, VA 22313-1450 on

5-16-05

Signature: Shama A. East

If the Examiner has any questions or comments regarding this paper, the Examiner is encouraged to telephone Applicant's undersigned counsel.

Respectfully submitted,

**THOMAS, KAYDEN, HORSTEMEYER  
& RISLEY, L.L.P.**

By:



Jon E. Holland

Reg. No. 41,077

(256) 704-3900 Ext. 103

Hewlett-Packard Development Company, L.P.  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400



**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re the application of:	)	
<b>Timothy L. Goldstein</b>	)	
Serial No.:	)	Art Unit:
09/909,329	)	2153
Filed:	)	Examiner:
July 19, 2001	)	Edelman, Bradley E.
For:	)	Docket No.:
APPARATUS AND METHOD FOR	)	10007815-1
PROVIDING CUSTOMER SERVICE	)	

**FIRST RESPONSE**

Commissioner for Patents  
Mail Stop Amendment  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In regard to the outstanding non-final Office Action of October 6, 2004, Applicant submits the following First Response with amendments and remarks.

It is not believed that extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. §1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to Hewlett-Packard Development Company, L.P. Deposit Account No. 08-2025.

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5-16-05  
Signature: Shama R. East